EMPLOYEE WELLBEING POLICY

PRN-51: Employee Wellbeing Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Purpose

The purpose of this policy is to promote and protect the physical, mental, emotional, and social wellbeing of all employees and volunteers working within the Non-Accommodation Companionship and Wellbeing Support Service.

The organisation recognises that employees who feel healthy, supported, respected, and valued are more able to deliver safe, compassionate, person-centred, and effective services to older people and adults with disabilities.

This policy establishes the organisation's commitment to creating and maintaining a positive workplace culture that promotes wellbeing and supports staff to achieve a healthy work-life balance.

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2. Scope

This policy applies to:

- All employees
- Volunteers
- Managers
- Team Leaders
- Directors
- Agency workers where applicable
- Students and work placements

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3. Policy Statement

The organisation is committed to:

- Promoting positive mental health.
- Supporting physical wellbeing.
- Creating a supportive and inclusive working environment.
- Preventing workplace stress where reasonably practicable.
- Supporting employees through difficult personal circumstances.
- Encouraging healthy work-life balance.
- Reducing workplace risks that negatively impact wellbeing.
- Supporting resilience and emotional wellbeing.
- Promoting dignity, respect, and positive workplace relationships.

The organisation believes that employee wellbeing is a shared responsibility between the organisation, managers, and individual employees.

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4. Definition of Wellbeing

Employee wellbeing refers to a person's overall physical, emotional, psychological, and social health.

Wellbeing may be affected by:

- Work-related pressures
- Personal circumstances
- Physical health conditions
- Mental health challenges
- Financial difficulties
- Family responsibilities
- Workplace relationships
- Organisational change

The organisation recognises that wellbeing is unique to each individual.

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5. Principles

The organisation's wellbeing approach is based on the following principles:

Respect

Every employee will be treated with dignity and respect.

Compassion

The organisation will respond sensitively to wellbeing concerns.

Inclusion

Support will be accessible and fair.

Prevention

The organisation will seek to identify wellbeing concerns early.

Partnership

Employees and managers will work together to promote wellbeing.

Confidentiality

Personal information relating to wellbeing will be handled appropriately and sensitively.

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6. Organisational Commitment

The organisation will seek to:

- Foster a positive workplace culture.
- Promote open communication.
- Encourage healthy working practices.
- Support professional development.
- Prevent bullying and harassment.
- Maintain safe working conditions.
- Encourage staff involvement in decision-making.
- Recognise and celebrate achievements.

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7. Mental Health and Emotional Wellbeing

The organisation acknowledges that good mental health is essential for effective service delivery.

We will:

- Encourage open conversations about mental health.
- Challenge stigma and discrimination.
- Provide support where difficulties arise.
- Promote psychological safety.
- Encourage help-seeking behaviour.
- Support employees experiencing emotional distress.

Managers should create an environment where employees feel comfortable discussing wellbeing concerns.

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8. Managing Workplace Stress

The organisation recognises that excessive stress can negatively affect individuals and service quality.

Managers will seek to identify and address potential sources of stress, including:

- Excessive workload
- Role uncertainty
- Poor communication
- Workplace conflict
- Lack of support
- Organisational change

Employees are encouraged to discuss stress-related concerns at an early stage.

Where concerns are identified, appropriate support measures may be considered.

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9. Work-Life Balance

The organisation supports a healthy balance between work and personal life.

Where operationally feasible, consideration may be given to:

- Flexible working arrangements

- Reasonable adjustments
- Planned annual leave
- Supportive scheduling practices

Employees are encouraged to:

- Take annual leave entitlements
- Use rest breaks appropriately
- Discuss difficulties affecting work-life balance

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10. Physical Wellbeing

The organisation encourages employees to maintain and improve their physical wellbeing.

This may include promoting:

- Healthy lifestyles
- Physical activity
- Adequate rest
- Occupational health advice
- Safe working practices

The organisation will comply with relevant health and safety legislation and seek to provide a safe working environment.

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11. Employee Support During Difficult Circumstances

Employees may experience personal difficulties including:

- Bereavement
- Illness
- Caring responsibilities
- Financial hardship
- Relationship difficulties
- Family crises

Where appropriate, managers will consider supportive measures and signpost appropriate resources.

All requests for support will be considered sensitively and fairly.

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12. Wellbeing During Service Delivery

Employees supporting older people and adults with disabilities may encounter emotionally challenging situations.

Potential challenges may include:

- Social isolation experienced by service users
- Bereavement
- Safeguarding concerns
- Mental health issues
- Distressing personal circumstances

The organisation will seek to provide opportunities for:

- Debriefing
- Supervision
- Reflective practice
- Emotional support

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13. Supervision and Wellbeing

Employee wellbeing will form part of regular supervision discussions.

Supervision may include discussion of:

- Emotional wellbeing
- Workload
- Stress levels
- Support requirements
- Training needs
- Work-life balance

Managers should encourage open and supportive conversations.

14. Sickness Absence and Wellbeing

Where employees experience periods of sickness absence, the organisation will:

- Maintain appropriate and compassionate communication.
- Respect confidentiality and privacy.
- Offer support where appropriate.
- Facilitate return-to-work meetings.
- Consider reasonable workplace adjustments.
- Signpost relevant support services.
- Monitor absence patterns to identify potential wellbeing concerns.

The organisation recognises that sickness absence may arise from:

- Physical illness
- Mental health difficulties
- Stress-related conditions
- Disability-related needs
- Caring responsibilities
- Bereavement or personal crises

Managers will ensure that employees are treated fairly, sensitively, and consistently throughout any period of absence.

Return-to-work discussions will aim to:

- Support a successful return.
- Identify any workplace issues contributing to absence.
- Explore reasonable adjustments where appropriate.
- Reduce the risk of recurring absence.

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15. Equality, Diversity and Inclusion

The organisation is committed to ensuring that wellbeing support is accessible to all employees and volunteers.

Wellbeing initiatives and support arrangements will be implemented without discrimination based on:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Pregnancy and maternity
- Marriage or civil partnership

The organisation will make reasonable adjustments where required to support employees with disabilities, long-term health conditions, or other additional needs.

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16. Bullying, Harassment and Victimisation

The organisation is committed to maintaining a workplace free from:

- Bullying
- Harassment
- Intimidation
- Victimisation
- Discrimination
- Offensive behaviour

Such conduct can have a significant impact on wellbeing and is incompatible with organisational values.

Any employee who experiences or witnesses inappropriate behaviour should report it to their manager or another appropriate person.

All concerns will be investigated fairly, promptly, and confidentially.

Appropriate action will be taken where misconduct is identified.

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17. Recognition and Appreciation

The organisation recognises that feeling valued and appreciated contributes significantly to employee wellbeing and job satisfaction.

Managers are encouraged to:

- Acknowledge achievements.
- Celebrate successes.
- Recognise effort and commitment.
- Provide positive feedback.
- Encourage peer recognition.

Recognition may include:

- Informal praise
- Thank-you messages
- Certificates of appreciation
- Staff awards
- Team celebrations
- Development opportunities

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18. Employee Responsibilities

Employees and volunteers have an important role in maintaining their own wellbeing and contributing to a positive workplace culture.

Employees are expected to:

- Take reasonable care of their physical and mental health.
- Seek support when needed.
- Raise concerns at an early stage.
- Participate in supervision and appraisal processes.
- Behave respectfully towards colleagues and service users.
- Support the wellbeing of others.
- Follow organisational policies and procedures.

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19. Manager Responsibilities

Managers play a vital role in promoting wellbeing.

Managers must:

- Create a supportive and inclusive environment.
- Encourage open communication.
- Conduct regular supervision and wellbeing discussions.
- Monitor workload allocation.
- Identify signs of stress or burnout.
- Support employees experiencing difficulties.
- Implement reasonable adjustments where appropriate.
- Promote healthy working practices.

Managers should seek guidance where additional support or specialist advice is required.

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20. Organisational Responsibilities

The organisation is responsible for:

- Promoting a positive workplace culture.
- Providing safe working environments.
- Ensuring effective supervision arrangements.
- Offering appropriate learning and development opportunities.
- Supporting equality and inclusion.
- Monitoring workforce wellbeing.
- Maintaining relevant policies and procedures.
- Taking action to address identified wellbeing concerns.

The organisation is committed to continuous improvement in promoting employee health and wellbeing.

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21. Monitoring and Review

The effectiveness of this policy will be monitored through:

- Staff surveys

- Supervision records
- Appraisal outcomes
- Sickness absence data
- Employee feedback
- Volunteer feedback
- Grievances and complaints
- Staff turnover data
- Exit interviews

Information gathered will be used to identify trends and improve organisational wellbeing practices.

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22. Review Arrangements

This policy will be reviewed:

- Annually
- Following significant organisational changes
- Following serious incidents
- Following changes in legislation
- Following recommendations arising from wellbeing reviews

Earlier review may take place where circumstances require.

Related Policies

- Supervision and Appraisal Policy
- Learning and Development Policy
- Health and Safety Policy
- Dignity and Respect Policy
- Equality, Diversity and Inclusion Policy
- Emotional Intelligence Policy
- Compassionate Practice Policy

- Whistleblowing Policy

Legislative Framework

This policy is informed by:

- Health and Safety at Work etc. Act 1974
- Equality Act 2010
- Employment Rights Act 1996
- Human Rights Act 1998
- Management of Health and Safety at Work Regulations 1999
- Data Protection Act 2018
- UK GDPR